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# Welcome to Bitmain Support

Search Support

Need To Order

How To Order,  
Order Status,  
Order Policy, SN Tag Search

Shipping Guide

Shipping Cost Calculator,  
Package Tracking,  
Product Certificates

Technical Support

Product Support,  
Product Installation Guide & Firmware,  
After-sales Service Application

Warranty & Repair

Service Terms and Conditions,  
Warranty Check, Repair Guide,  
Create a Repair Ticket,  
Repair Site, Buying Parts,  
Buying Materials

Contact Us

Submit a Support Ticket,  
Online Chat, Facebook,  
Twitter, Reddit, Hotline

We Welcome Your Feedback!

Thank you for giving us the opportunity to serve you better. Please help us by taking a few minutes to tell us about the service that you have received so far. We appreciate your business and want to make sure we meet your expectations.

No Thanks

Give Feedback

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Support / Need To Order

Need To Order

<div>How to Order</div> <div>Step by step guide to place your order</div>	<div></div> <div>Order Status</div> <div>Check your order status (pending, unpaid, paid, shipped, expired)</div>	<div></div> <div>Order Policy</div> <div>Terms &amp; Conditions</div>	<div></div> <div>SN Tag</div> <div>Search your miner's SN Tag using Order ID</div>
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Support / Shipping Guide

Shipping Guide

<div>Shipping Cost Calculator</div> <div>Tool to calculate your estimated shipping cost</div>	<div></div> <div>Package Tracking</div> <div>Tool to trace parcel location and status</div>	<div></div> <div>Product Certificate</div> <div>Certificates and test reports for custom clearance</div>
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Support / Technical Support

Technical Support

<div></div> <div>Product Support</div> <div>Knowledge Articles and Frequently Asked Questions on Products</div>	<div></div> <div>Product Installation Guide &amp; Firmware</div> <div>Set-up instructions for products and firmware updates</div>	<div></div> <div>After-sales Service Application</div> <div>Maintenance Training</div>
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[Support](#) / [Warranty & Repair](#)

## Warranty & Repair

 <b>Service Terms and Conditions</b> Antminer Support Policy	 <b>Warranty Check</b> Check your miner warranty status	 <b>Repair Guide</b> Know how to get your faulty items ready for repair	 <b>Create a Repair Ticket</b> Submit a request to repair your faulty items
 <b>Repair Site</b> Repair Warehouse addresses	 <b>Buying Parts</b> Product Parts (Control Boards, Fans, Cables)	 <b>Buying Materials</b> Material Purchases	

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Support



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Exchange Rate

1 BTC = 8220.00 USD  
1 LTC = 54.80 USD  
1 BCH = 230.92 USD  
1 USD = 7.0769 CNY

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